

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5
4th Revised Sheet No. 63.2
Cancels 3rd Revised Sheet No. 63.2

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd.)

4.1 Low-Income Telephone Assistance Program (Cont'd.)

4.1.2 Undertaking of the Telephone Company (Cont'd.)

- (D) The Telephone Company will keep accurate records of the revenues they forgo in reducing their customary charges as a result of this program in conformity with 47 CFR §54.403 and §54.411. Pursuant to 47 CFR §54.401(d) the Telephone Company will provide the records to the Federal Administrator.

4.1.3 Limitations

- (A) The Telephone Company will provide the discounts described in Subsections 4.1.1(A) and (B) only to low income end users who meet the eligibility requirements established by the Emergency Telephone Access Act found in Title 40 I Article 3.4 of the Colorado Revised Statutes, and who are certified for eligibility by the Colorado Department of Human Services.
- (B) The discounts are applicable only on the end user's principal residence line.
- (C) State or Local governmental bodies and residential end users eligible for assistance from the Low-Income Telephone Assistance Program, will not be charged the surcharge for the funding of this program as set forth in 4.1.2 (C) above.

(D)

(D)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIO SANDY TELECOM, INC.

Colo. PUC No. 5
3rd Revised Sheet No. 63.3
Cancels 2nd Revised Sheet No. 63.3

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd.)

4.1 Low-Income Telephone Assistance Program (Cont'd.)

4.1.1 Obligations of the End User

The end user seeking the Low-Income Telephone Assistance Program discounts are responsible for demonstrating that he/she meets the eligibility requirements of the programs. Furthermore, it will be the obligation of the end user to provide any recertification of eligibility provided by the Colorado Department of Human Services to the Telephone Company in a timely manner.

4.1.5 Payment Arrangements and Credit Allowances

Payment arrangements and credit allowances are as set forth in Section 2.5 preceding.

4.1.6 Rate Regulations

(A) The Local Exchange Service rate reduction for the Lifeline portion of the Low-Income Telephone Assistance Program participants is as set forth in Section 20.4 (A). The rate reduction will be prorated on the basis of a 30-day month from the effective date of the end user's application.

(B) The flat rate surcharge for the funding of the Low Income Telephone Assistance Program is collected on a per access line per month basis from all Business, Residential and Paystation Access lines except State or Local governmental bodies and Low-Income Telephone Assistance Program participants, and is as set forth in 20.4 (B).

(D)
(D)

(D) Low-Income Toll blocking is offered at no charge to eligible customers.

(B) Low-Income Limited Toll blocking is offered at no charge to eligible customers

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

BIG SANDY TELECOM, INC.

Colo. PUC No. 5
23rd Revised Sheet No. 108
Cancels 22nd Revised Sheet No. 108

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

20. Rates and Charges

All the rates and charges for the services offered in this tariff are shown in this section. Reference is made for each rate element to the appropriate tariff paragraph where the application of the service is described.

20.1 RESERVED FOR FUTURE USE

20.2 Payment Related Charges

(A) Payment Related Charges

	Rate	Source
(1) Deposit if Required Per End User	Not to Exceed 90 Days, Basic Local Exchange Svc.	2.4.1.(B)
(2) NSF Check Charge	\$20.00	2.5.1.(A) (2)

20.3 Access Ordering, Service Connection, Move and Change Services

(A) Access Order Charge

(1) Initial Service Order Charge Per Order	\$20.00	3.4 (A)
(2) Subsequent Service Order Charge Per Order	\$10.00	3.4. (B)
(3) Central Office Charge Per Connection	\$15.00	3.4. (C)
(4) Premise Visit Charge Per Premise Visit	\$30.00	3.4.(D)

20.4 Lifeline Program

(A) Residential Local Exchange Access Service Rate - Lifeline Reduction Per Access Line	\$9.25	4.1.6 (A)
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(C)

(D)
(D)



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Chautauqua & Erie Telephone Corp.

Form 491 - Carrier Annual Reporting		OMB No. 2052-0041/0042
Data Collection Form		July 2011

<010> Study Area Code	150078
<015> Study Area Name	CHAUQUAGUA & FRIE
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035> Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS		NOTE: Completion Required	NOTE: Completion Required
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<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> -- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 150078ny510.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 150078ny610.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (V/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> 1010 Voice Service Rate Comparability.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (V/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet			
<2000> Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--	--

<010> Study Area Code	150078
<015> Study Area Name	CHAOTAUQUA & ERIE
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTAUQUE & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Gelardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgelardo@fairpoint.com

Page 3

<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTAUQUE & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Burbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075254126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

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<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTAUQUE & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	207354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Chautauque & Erie Tel Corp.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Chautauque & Erie Tel Corp.

- See attached worksheet -

(900) Tribal Lands Reporting Data Collection Form		FCC Form 451 OMB Control No. 3050-0536/OMB Control No. 3050-0819 10/2013
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<010> Study Area Code	150078
<015> Study Area Name	CHADTAOCCA & ERIS
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Colardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bcolardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0585/OMB Control No. 3050-0319 July 2013
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<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTAUQUE & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)
 ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)
 ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 483
Lifeline Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTAUQUE & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

150078ny1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP ://www.tariffc.net/fairpoint/tier.asp?cid=1644

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation Data Collection Form Including Rate-of-Return Carriers Affiliated with Price Cap Local Exchange Carriers		Form No. 3000-0086/OMB Control No. 3000-0819 Date: 10/20/2015
--	--	--

<010>	Study Area Code	150078
<015>	Study Area Name	CHAUDQUA & ERTE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2078354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input checked="" type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	

Name of Attached Document Listing Required Information

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Certification Reporting Carrier	Form 454
Data Collection Form	OMB Control No. 3060-0928/OMB Control No. 3060-0819
	207,303

<010> Study Area Code	150078
<015> Study Area Name	CHAUTAUQUA & ERIE
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galarido
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalarido@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	CHAUTAUQUA & ERIE
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/24/2014
Printed name of Authorized Officer:	Hiko Skriyan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	2075354100 ext.
Study Area Code of Reporting Carrier:	150078 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}


In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

Chautauqua and Erie Telephone
150078
Line 310

For the period January 1, 2013 through December 31, 2013, Chautauqua and Erie Telephone (SAC #150078)

A solid black rectangular redaction box covering several lines of text.

Chautauqua & Erie Telephone Corp

New York

150078

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Chautauqua & Erie Telephone Corp., hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The New York Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Berkshire Telephone Corporation d/b/a FairPoint Communications, Chautauqua & Erie Telephone Corporation d/b/a FairPoint Communications, and Taconic Telephone Corporation d/b/a FairPoint Communications, are all under Service Quality Reporting under 603.4 (Reporting Requirements). The rule states that Service Providers with 500,000 or fewer access lines in service shall only report on Customer Trouble Report Rate. Each of the above New York companies report monthly on the Customer Trouble Report Rate (CTRR). The rule goes on to state that for Customer Trouble Report Rate, a service provider shall automatically submit to the Commission staff a Service Inquiry Report whenever an individual central office entity experiences 5.5 reports per 100 lines or greater for the current month and any two of the previous four months. The FairPoint New York Companies are below the report rate, and therefore, no Service Inquiry Reports are necessary.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



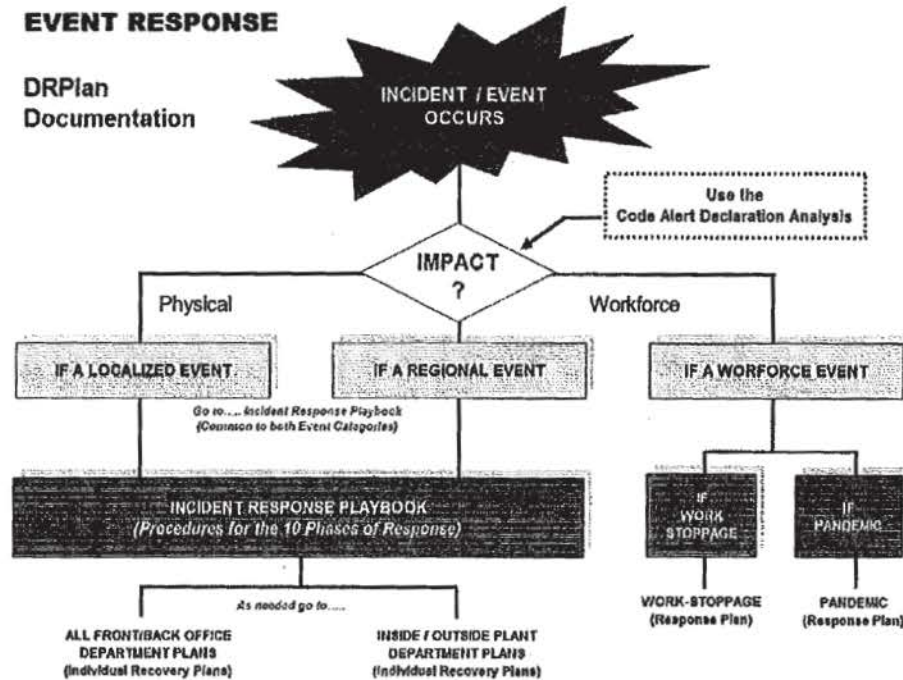
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments -- to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

(700) Price Offerings, including Voice Rate Data		Doc No. 150078
Data Collection Form		Doc Control No. 3050028 GIVE CORP. NY 504-1012
		July 2014

<010> Study Area Code	150078
<015> Study Area Name	CHAUTAUQUE & ERIE
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<701> Residential Local Service Charge Effective Date	1/1/2014
<702> Single State-wide Residential Local Service Charge	

<703>

State	Exchange (ILEC)	SAC (CEIC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
NY	Brocton		FR	12.81	0.0	0.03	1.75	14.59
NY	Findley Lake		FR	11.1	0.0	0.03	1.75	12.88
NY	Mayville		FR	11.54	0.0	0.03	1.75	13.32
NY	Ripley		FR	11.1	0.0	0.03	1.75	12.88
NY	Sherman		FR	11.1	0.0	0.03	1.75	12.88
NY	South Ripley		FR	17.83	0.0	0.03	1.75	19.61
NY	Westfield		FR	11.54	0.0	0.03	1.75	13.32
NY	Brocton		FR	12.81	0.0	0.03	1.75	14.59
NY	Findley Lake		FR	11.1	0.0	0.03	1.75	12.88
NY	Mayville		FR	11.54	0.0	0.03	1.75	13.32
NY	Ripley		FR	11.1	0.0	0.03	1.75	12.88
NY	Sherman		FR	11.1	0.0	0.03	1.75	12.88
NY	South Ripley		FR	17.83	0.0	0.03	1.75	19.61
NY	Westfield		FR	11.54	0.0	0.03	1.75	13.32
NY	Brocton		FR	11.8	0.0	0.01	1.75	13.58
NY	Brocton		FR	8.52	0.0	0.01	1.75	10.3
NY	Findley Lake		FR	9.63	0.0	0.03	1.75	11.41
NY	Ripley		FR	9.63	0.0	0.03	1.75	11.41
NY	Sherman		FR	9.63	0.0	0.03	1.75	11.41
NY	Findley Lake		FR	6.68	0.0	0.03	1.75	8.46
NY	Ripley		FR	6.68	0.0	0.03	1.75	8.46

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)

(900) Operating Companies Data Collection Form		CC Form 481 OMB Control No. 3060-0085, OMB Control No. 3060-0019 July 2013
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<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTAUQUE & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Chautauque & Erie Tel. Corp.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Chautauque & Erie Tel. Corp.

<813>		
Affiliates	SAC	Doing Business As Company or Brand Designation
BE Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	170145	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	156073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications
C & E Communications, Ltd.		
Chautauque & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauque and Erie Telephone Corporation	150078	dba FairPoint Communications
China Telephone Company	100004	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	431981	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	300604	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	522412	dba FairPoint Communications

(800) Operating Companies		OMB Form 45
(801) FairPoint Telecom Data Collection Form		OMB Control No. 3060-0086/OMB Control No. 3060-0085
		10/1/2013

<010>	Study Area Code	150078
<015>	Study Area Name	CHAUTAUQUE & ERIE
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Chautauque & Erie Tel Corp.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Chautauque & Erie Tel Corp.

<813>		<813>	
Affiliates		SAC	Doing Business As Company or Brand Designation
Elltel Long Distance Corp.			dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.			
ExOp of Missouri, Inc.			dba FairPoint Communications
FairPoint Broadband, Inc.			dba FairPoint Communications
FairPoint Business Services LLC			
FairPoint Carrier Services, Inc.			
FairPoint Communications Missouri, Inc.		421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)			
FairPoint Vermont, Inc.			dba FairPoint Communications
Germantown Independent Telephone Company		300618	dba FairPoint Communications
Germantown Long Distance Company			dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)			
GTC, Inc.		210291	(Floral) dba FairPoint Communications
GTC, Inc.		210329	(Perry) dba FairPoint Communications
Maine Telephone Company		100025	dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenery Hill Telephone Company		170185	dba FairPoint Communications
Marianna Tel, Inc.			dba FairPoint Long Distance
MJD Services Corp.			
MJD Ventures, Inc.			
Northern New England Telephone Operations LLC - Maine		105111	dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine		125113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.		103311	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
Odin Telephone Exchange, Inc.		341063	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies Data Collection Form		ICC Form 481 OMB Control No. 3060-0086/OMB Control No. 3050-0019 July 2015
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<010> Study Area Code	150078
<015> Study Area Name	CHAUTAUQUE & ERIE
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Chautauque & Erie Tel Corp.
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Chautauque & Erie Tel Corp.

<813> Affiliates		SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.			dba FairPoint Long Distance
Orwell Telephone Company		300649	dba FairPoint Communications
Peoples Mutual Long Distance Company			dba FairPoint Long Distance
Peoples Mutual Telephone Company		190244	dba FairPoint Communications
Quality One Technologies, Inc.			dba FairPoint Long Distance
Ravenswood Communications, Inc.			
Sidney Telephone Company		103313	dba FairPoint Communications ? Sidney Telephone Company
ST Enterprises, Ltd.			
ST Long Distance, Inc.			FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.			FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.			FairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.		210335	dba FairPoint Communications
Standish Telephone Company		100025	dba FairPoint Communications ? Standish Telephone Company
Sunflower Telephone Company, Inc.		461835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
Taconic Technology Corp.			
Taconic TelCom Corp.			dba FairPoint Long Distance
Taconic Telephone Corp.		150084	dba FairPoint Communications
Telephone Operating Company of Vermont LLC		145115	dba FairPoint Communications
The El Paso Telephone Company		341004	dba FairPoint Communications
UI Long Distance, Inc.			dba FairPoint Long Distance
Unite Communications Systems, Inc.			FairPoint Communications
Utilities, Inc.			dba FairPoint Communications (Maine)
Utilities, Inc.			dba FairPoint Utilities (New Hampshire)

<810>	Reporting Carrier	Chautauque & Erie Tel Corp.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Chautauque & Erie Tel Corp.

[illegible]

FCC FORM 481

Line 1010—Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Chautauqua & Erie Telephone Corporation ("C&E") provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline offering in Chautauqua & Erie Telephone Corporation, including the pages of the New York Telecommunications Association, Inc. Tariff P.S.C. No. 2 with which C&E concurs, are attached. The terms and conditions of residential local service can be found at <http://www.tariffs.net/fairpoint/tler.asp?cid=1644>

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Chautauqua & Erie Telephone Corporation
 d/b/a FairPoint Communications
 PSC No. 1 - Telephone
 Effective Date: June 11, 2012

Leaf 3
 Revision 0
 Superseding Revision:

 GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 1 - CONCURRENCE & EXCEPTIONS

The Chautauqua & Erie Telephone Corporation concurs in the rules and regulations contained in the New York State Telecommunications Association, Inc., tariff P.S.C. No. 2 - Telephone. The following exceptions apply:

Section	Page Number	Description of Exception
1	N/A	No Exceptions
2	N/A	No Exceptions
3	N/A	No Exceptions
4	N/A	No Exceptions
5	N/A	No Exceptions
6	N/A	No Exceptions
7	47	One business day notice required for cancellation of reserved conference.
8	N/A	No Exceptions
9	N/A	No Exceptions
10	N/A	No Exceptions
11	1	For Alternative and Duplicate Number Listings of two or more lines the rate is \$.83 per month.
12	N/A	No Exceptions
13	N/A	No Exceptions

Issued By: Michael T. Skrivan, Vice President-Regulatory
 1 Davis Road, Portland ME 04103

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Chautauque & Erie Telephone Corporation
d/b/a FairPoint Communications
PSC No. 1 - Telephone
Effective Date: June 7, 2013

Addendum 2
Lifeline Credits

GENERAL AND LOCAL EXCHANGE SCHEDULE

PRICE LIST
LIFELINE CREDIT

Additional Lifeline Service Credit

Amount of Additional Lifeline Credit Per Residential Basic Local Exchange Access Line	\$3.00	(C)
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Issued By: Michael T. Skirvan, Vice President-Regulatory
1 Davis Farm Road, Portland ME 04103

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Second Revised Page 3
Superseding First Revised Page 3

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

1. Lifeline Telephone Service Options

a. Description

1. Lifeline Discounted Service

This service provides a flat rate federal discount of \$9.25, consisting of a \$6.50 reduction of the Federal Subscriber Line Charge and a \$2.75 reduction in the monthly rate for local exchange telephone service for residential customers. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. (C)

1 A. Additional Lifeline Discount

This service provides the discount as outlined in A.1.a.1 above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year for 2 years. The discount can be found on Addendum 1 of the Individual Company tariff for those companies offering the Additional Lifeline Discount.

Date Issued: May 30, 2012
Issued by: Caroline Hill, Director Tariffs
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Date Effective: July 1, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 3.1
Superseding Original Page 3.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

+

(D)

+

Date Issued: May 30, 2012

Date Effective: July 1, 2012

Issued by: Caroline Hill, Director Tariffs

NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 03/29/2012

Status: EFFECTIVE
Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 4
Superseding Original Page 4

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

1. Lifeline Telephone Service Options (cont'd)

b. General

Qualified customers may choose to apply the federal Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available only where central office facilities permit. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up program.

+

Service connection charges do not apply to change existing service from:

(C)

1. Message or flat rate services to Lifeline service.
2. Lifeline service to non-Lifeline services.

+

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012
Issued by: Robert R. Puckett, President
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

Date Effective: April 29, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 4.1
Superseding Original Page 4.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations

a. These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs:

1. Medicaid;
2. Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
3. Supplemental Security Income;
4. Federal Public Housing Assistance (Section 8);
5. Low-Income Home Energy Assistance Program (LIHEAP);
6. National School Lunch Program's free lunch program;
7. Temporary Assistance for Needy Families/SafetyNet;
8. Veterans Disability Pension
9. Veterans Surviving Spouse Pension

(C)
(C)

(C)

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC
Docket No. 96-45, WC Docket No. 12-23

Date Issued: May 30, 2012
Issued by: Robert R. Puckett, President
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany 12211

Date Effective: July 1, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 03/29/2012

Status: EFFECTIVE
Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 5
Superseding Original Page 5

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations (cont'd)

b. The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility.

c. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified, on an annual basis. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service.

3. Locality Charge Waiver
Customers receiving Lifeline Telephone Service will have applicable locality charges waived each month while they are receiving the Lifeline Assistance.

4. Voluntary Toll Blocking (Restriction)
Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012
Issued by: Robert R. Puckett, President
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

Date Effective: April 29, 2012



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

China Telephone Co.

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	100004
<015>	Study Area Name	CHINA TEL CO.
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fatepoint.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
<100>	Service Quality Improvement Reporting	✓	✓
<200>	Outage Reporting (voice)	✓	✓
<210>	check box if no outages to report	✓	✓
<300>	Unfulfilled Service Requests (voice)	✓	✓
<310>	Detail on Attempts (voice)	✓	✓
<320>	Unfulfilled Service Requests (broadband)	✓	✓
<330>	Detail on Attempts (broadband)	✓	✓
<400>	Number of Complaints per 1,000 customers (voice)	✓	✓
<410>	Fixed	✓	✓
<420>	Mobile	✓	✓
<430>	Number of Complaints per 1,000 customers (broadband)	✓	✓
<440>	Fixed	✓	✓
<450>	Mobile	✓	✓
<500>	Service Quality Standards & Consumer Protection Rules Compliance	✓	✓
<510>	100004e510.pdf	✓	✓
<600>	Functionality in Emergency Situations	✓	✓
<610>	100004e610.pdf	✓	✓
<700>	Company Price Offerings (voice)	✓	✓
<710>	Company Price Offerings (broadband)	✓	✓
<800>	Operating Companies and Affiliates	✓	✓
<900>	Tribal Land Offerings (Y/N)?	✓	✓
<1000>	Voice Services Rate Comparability	✓	✓
<1010>	1010 Voice Service Rate Comparability.pdf	✓	✓
<1100>	Terrestrial Backhaul (Y/N)?	✓	✓
<1110>		✓	✓
<1200>	Terms and Condition for Lifeline Customers	✓	✓

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet	
<2000>	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers
<2005>	
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet	
<3000>	
<3005>	

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	160004
<015>	Study Area Name	OMEGA TEL CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Escherra Galarza
<035>	Contact Telephone Number - Number of person identified in data line <030>	2025214124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tgalarza@fairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>
If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.		
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	
Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.		<div style="border: 1px solid black; height: 40px; margin-bottom: 5px;">112 Service Quality Improvement Reporting.pdf</div> <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <p style="text-align: center; font-size: small;">Name of Attached Document</p>
<113>	Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<114>	Report how much universal service (USF) support was received	<input type="checkbox"/>
<115>	How (USF) was used to improve service quality	<input type="checkbox"/>
<116>	How (USF) was used to improve service coverage	<input type="checkbox"/>
<117>	How (USF) was used to improve service capacity	<input type="checkbox"/>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0946/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100074
<015>	Study Area Name	CRISA TEL CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Delgado
<035>	Contact Telephone Number - Number of person identified in data line <030>	2073204326 ext.
<038>	Contact Email Address - Email Address of person identified in data line <030>	bogtard@fat.pstco.com

[illegible]

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	100004
<015>	Study Area Name	CHINA TIES, CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Herbert, Orlando
<035>	Contact Telephone Number - Number of person identified in data line <030>	2037354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	hqs10002@atyprint.com
<701>	Residential Local Service Charge Effective Date	3/1/2014
<702>	State-wide Residential Local Service Charge	

[illegible]

Page 5

<010>	Study Area Code	160026
<015>	Study Area Name	China Tel. Co.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	203354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	China Telephone
<811>	Holding Company	Fairpoint Communications Inc.
<812>	Operating Company	China Telephone

Page 6

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0985/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100004
<015> Study Area Name	CHINA TEL CO.
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Erribara Delgado
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354326 EXT.
<039> Contact Email Address - Email Address of person identified in data line <030>	hg21andofairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) Includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
<div style="background-color: black; width: 100%; height: 10px;"></div>

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010> Study Area Code	10001
<015> Study Area Name	CHINA T25 CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Rayhaga, Delenda
<035> Contact Telephone Number - Number of person identified in data line <030>	2023554126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	lgoland@fairpoint.com

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0085/OMB Control No. 3060-0819
Data Collection Form		July 2013

<010>	Study Area Code	100074
<015>	Study Area Name	CRIMA TEL CO.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	202356328 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	barbaragalardo@crima.net

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	100074tel210.pdf
--------	--	------------------

Name of Attached Document

<1220>	Link to Public Website	HTTP www.tartiffa.net/fairpoint/tlar.aspx?id=1646
--------	------------------------	---

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Certificates affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0286/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100004
<015> Study Area Name	CHESA, TXS, CO.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Bashara, Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075334126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@telcelnet.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b)(4)(i)-(v) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.313(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (a)(3)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

Page 11

Certification - Reporting Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	100004	
<015> Study Area Name	CHINA TEL CO.	
<020> Program Year	2015	
<030> Contact Name - Person USAC should contact regarding this data	Baxbara Galardo	
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalarado@fairpoint.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: CHINA TEL CO.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/25/2014
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 100004	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

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Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

China Telephone Company

Maine

100004

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

China Telephone Company, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Maine Telephone Company, Standish Telephone Company, China Telephone Company, Northland Telephone Company and Sidney Telephone company (collectively the TG companies) are not currently under any "formal" Service Quality Reporting. The companies do report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are – Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an *external-interfacing* element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer Interfacing / deliverables.



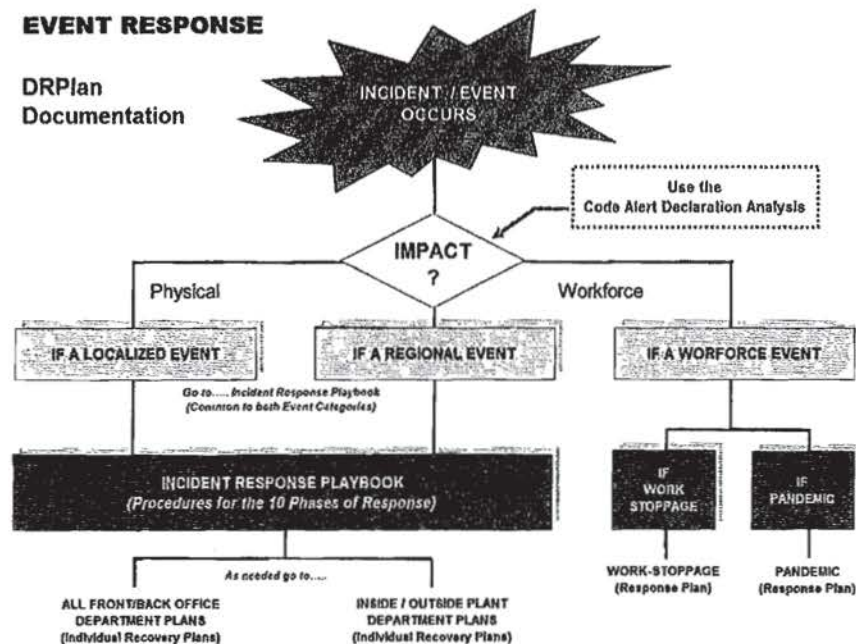
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

Q10	Study Area Code	10024
Q15	Study Area Name	CHINA TEL CO.
Q20	Program Year	2015
Q30	Contact Name - Person USAC should contact regarding this data	Victor Galardo
Q35	Contact Telephone Number - Number of person identified in data line Q30	2015561126 ext.
Q39	Contact Email Address - Email Address of person identified in data line Q30	bgalardo@fastpoint.com

<70>	Residential Local Service Charge Effective Date	1/1/2014
<72>	Single State-wide Residential Local Service Charge	

«703»

State	Exchange (LFC)	SAC (CFC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
ME	CHINA ME-EDMONT		FR	17.58	0.0	0.26865706559989	0.0	17.85
ME	CHINA ME-FRONTIER		FR	19.08	0.0	0.268108	0.0	19.37
ME	WINDY CANYON ME-EDMONT		FR	17.58	0.0	0.26865706559989	0.0	17.85
ME	WINDY CANYON ME-FRONTIER		FR	19.08	0.0	0.268108	0.0	19.37
ME	VALLEYVIEW ME-EDMONT		FR	17.58	0.0	0.26865706559989	0.0	17.85
ME	VALLEYVIEW ME-FRONTIER		FR	19.08	0.0	0.268108	0.0	19.37

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3060-0046/USIA Control No. 3060-0019 July 2013
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<030>	Study Area Code	100004
<015>	Study Area Name	OMEGA TEL. CO.
<030>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Benjara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2033564126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<041>		<042>		<043>		<044>		<045>	
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken	Usage Allowance Reached (color)



(710) Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3060-0946/OMB Control No. 3060-0819 July 2013
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<05>	Study Area Code	100001
<06>	Study Area Name	OTHER YES CO.
<07>	Program Year	2013
<08>	Contact Name - Person USAC should contact regarding this data	Patricia Galvado
<09>	Contact Telephone Number - Number of person identified in data line <08>	207354326 ext.
<10>	Contact Email Address - Email Address of person identified in data line <08>	bgalarado@attpoint.com

<711>									
<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>	<d5>
State	Exchange (NPA)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service Download Speed	Broadband Service Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken	



REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986 / OMB Control No. 3060-5819 July 2013
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<010> Study Area Code 100004
 <015> Study Area Name CHINA TEL. CO.
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data Barbara Gelardo
 <035> Contact Telephone Number - Number of person identified in data line <030> 2075284126 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> bgelardo@fairpoint.com

<810> Reporting Carrier China Telephone
 <811> Holding Company FairPoint Communications Inc.
 <812> Operating Company China Telephone

<813> a1>	a2>	a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
BR Mobile Communications, Incorporated		dba FairPoint Long Distance
Bentleyville Communications Corporation	130145	dba FairPoint Communications
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications
Big Sandy Telecom, Inc.	462182	dba FairPoint Communications / Big Sandy Telecom, Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications
C & B Communications, Ltd.		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
China Telephone Company	100064	dba FairPoint Communications ? China Telephone Company
Chouteau Telephone Company	431681	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
Columbus Grove Telephone Company	100401	dba FairPoint Communications
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co.	100815	dba FairPoint Communications ? Community Service Telephone Co.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
C-R Telephone Company	241609	dba FairPoint Communications / C-R Telephone Company
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
Ellensburg Telephone Company	622412	dba FairPoint Communications

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0905 / OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	101004
<015> Study Area Name	CHINA TEL. CO.
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	7075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	China Telephone
<811> Holding Company	FairPoint Communications Inc.
<812> Operating Company	China Telephone

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elitel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri, Inc.		dba FairPoint Communications
	FairPoint Broadband, Inc.		dba FairPoint Communications
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421673	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
	Germantown Independent Telephone Company	105634	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (f/k/a TPO Communications, Inc.)		
	GTC, Inc.	216291	(Floral) dba FairPoint Communications
	GTC, Inc.	210229	(Perry) dba FairPoint Communications
	Maine Telephone Company	106025	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170163	dba FairPoint Communications
	Marianna Tel, Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine	120111	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	102111	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.	241063	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(600) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/0148 Control No. 3060-0912 July 2013
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<010> Study Area Code	100004
<015> Study Area Name	CHINA TEL CO.
<020> Program Year	2013
<030> Contact Name - Person USAC should contact regarding this data	Wesleya Dierdo
<035> Contact Telephone Number - Number of person identified in data line <030>	202154124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgahardoffairpoint.com

<810> Reporting Carrier	China Telephone
<811> Holding Company	FairPoint Communications Inc.
<812> Operating Company	China Telephoca

<813>	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	300449	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	190204	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	102223	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210338	dba FairPoint Communications
	Standish Telephone Company	300225	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	481835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	100066	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145335	dba FairPoint Communications
	The El Paso Telephone Company	341024	dba FairPoint Communications
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

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FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

China Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in the China Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/lier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

CHINA TELEPHONE COMPANY
MAINE TELEPHONE COMPANY
NORTHLAND TELEPHONE COMPANY OF MAINE INC.
SIDNEY TELEPHONE COMPANY
STANDISH TELEPHONE COMPANY
D/B/A FAIRPOINT COMMUNICATIONS

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LOCAL EXCHANGE SERVICE

(N)

CHINA TELEPHONE COMPANY, MAINE TELEPHONE COMPANY, NORTHLAND
TELEPHONE COMPANY OF MAINE, SIDNEY TELEPHONE COMPANY, STANDISH
TELEPHONE COMPANY

GENERAL SYSTEMS AND SERVICES (Cont'd)

LIFELINE PROGRAM

- (1) The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart B; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders.

(N)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

CHINA TELEPHONE COMPANY
 MAINE TELEPHONE COMPANY
 NORTHLAND TELEPHONE COMPANY OF MAINE, INC.
 SIDNEY TELEPHONE COMPANY
 STANDISH TELEPHONE COMPANY
 D/B/A FAIRPOINT COMMUNICATIONS

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GENERAL SERVICES

(N)

P. SCREENED ONE PARTY SERVICE (Cont'd)

4. TOLL RESTRICTION SERVICE (Cont'd)

b. Rates and Charges

1. The following rates and charges are in addition to all other applicable rates and charges.

	<u>Non Recurring Charge</u>	<u>Monthly Charge</u>
Per central office line equipped	*	\$5.00

*Appropriate Section Service Charges apply.

2. Regulations regarding connection of terminal equipment as shown in Section 7 apply.
3. If a Customer has a scheduled payment arrangement which is agreed to by both the Company and the Customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the Customers bill.
4. For any Customer that qualifies under the Lifeline Assistance Program the Company will waive the service charge and monthly rates for Toll Restriction Service.

c. Payment Arrangement Provisions

1. When a Customer's local serving office is suitably equipped to provide screened billing the company may waive a Customer's payment of the service charges and monthly rates when the feature is added as a means of controlling a Customer's bill. If a Customer fails to complete a payment arrangement that has been renegotiated at least once the company may require screened billing as a condition to negotiations for the third or subsequent arrangement. The screened billing will remain on the line until the arrangement is completed

(N)

Effective Date: August 30, 2012

Michael T. Skrivan
 Vice President - Regulatory

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	100025
<015> Study Area Name	MAINE TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354176 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111> year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reportline.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	100025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075334126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

[illegible]

<010>	Study Area Code	100025
<015>	Study Area Name	MOINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

[illegible]

[illegible]

-Q10-	Study Area Code	100025
-Q15-	Study Area Name	WAYNE TELEPHONE COMPANY
-Q20-	Program Year	2015
-Q30-	Contact Name - Person USAC should contact regarding this data	BARBARA GUJARDO
-Q35-	Contact Telephone Number - Number of person identified in data line -Q30-	707535176 x45
-Q39-	Contact Email Address - Email Address of person identified in data line -Q30-	bgjardod@att.net

[illegible]

<010>	Study Area Code	100025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Borbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Maine Telephone Company
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Maine Telephone Company

Page 6

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	100025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	100025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@pointpoint.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0815
		July 2013

<010>	Study Area Code	103025
<015>	Study Area Name	MAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarzo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarzo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP ://www.tariffs.net/fairpoint/tier.asp?cid=1644

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation		FCC Form 487
Data Collection Form		OMB Control No. 3060-0936/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013

<010>	Study Area Code	100025
<015>	Study Area Name	PAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@paineprint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input checked="" type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

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Certification Reporting Carrier Data Collection Form		Form No. 1000-1 OMB No. 3045-0046 / DMS Control No. 3467-0419 July 2013
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<010>	Study Area Code	100025
<015>	Study Area Name	PAINE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: PAINE TELEPHONE COMPANY	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 6/26/2014
Printed name of Authorized Officer: Mike Skriver	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 100025	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED FOR PUBLIC INSPECTION

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

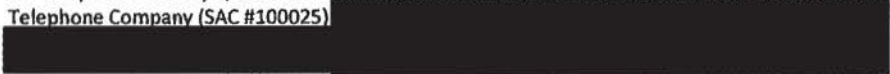
¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

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Maine Telephone Company/Standish Telephone Company
100025
Line 310


For the period January 1, 2013 through December 31, 2013, Maine Telephone Company/Standish Telephone Company (SAC #100025)



Standish/Maine Telephone Company
100025

Line 330

For the period January 1, 2013 through December 31, 2013, Maine Telephone Company (SAC #100025) had



Standish Telephone Company/Maine Telephone Company

Maine

100025

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Standish Telephone Company/Maine Telephone Company, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Maine Telephone Company, Standish Telephone Company, China Telephone Company, Northland Telephone Company and Sidney Telephone company (collectively the TG companies) are not currently under any "formal" Service Quality Reporting. The companies do report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are -- Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality In Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



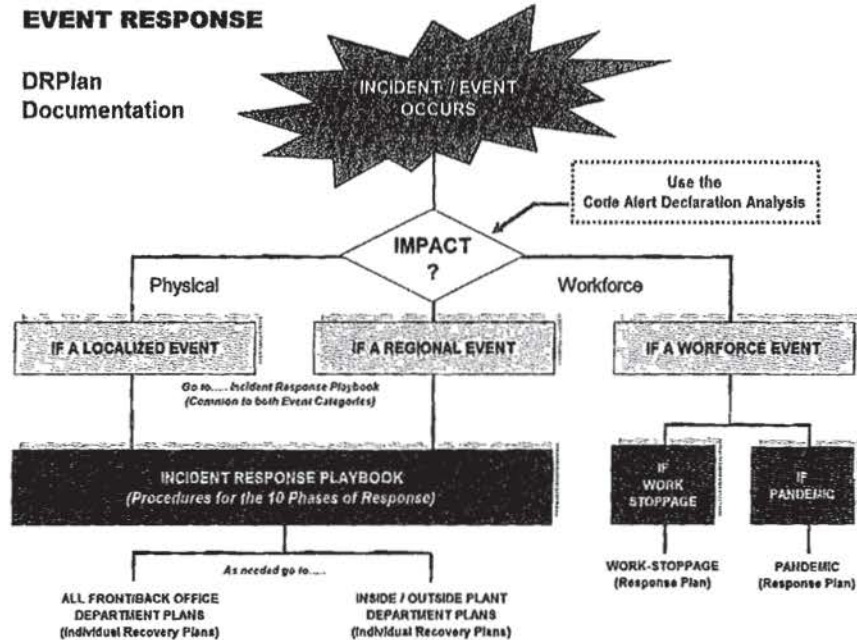
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

REDACTED FOR PUBLIC INSPECTION

(712) Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3080-0086/OMB Control No. 3080-0019 May 2013
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<010>	Study Area Code	100035
<015>	Study Area Name	STATE TELEPHONE COMPANY
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Michelle deSando
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075251236 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgelard@statepost.com

(711)		(a)	(a2)	(b1)	(b2)	(c)	(d1)	(d2)	(d3)	(d4)
		State	Exchange (REC)	Residential Rate	State Regulated Fee	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)



(710) Broadband Price Offerings Data Collection Form		FCC Form 485 OMB Control No. 3060-0086/OMB Control No. 3060-0019 July 2013
---	--	--

(010) Study Area Code	100025
(015) Study Area Name	HOME TELEPHONE COMPANY
(020) Program Year	2015
(030) Contact Name - Person USAC should contact regarding this data	Barbara delacido
(035) Contact Telephone Number - Number of person identified in data line (030)	2075154126 ext.
(040) Contact Email Address - Email Address of person identified in data line (030)	bgsardosfat@point.com

(711)	(a1)	(a2)	(b1)	(b2)	(c)	(d1)	(d2)	(d3)	(d4)
	State	Exchange (FEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service Download Speed (Mbps)	Broadband Service Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken <small>(If no limits reached, enter 0)</small>



(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0706 / OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	180025
<015> Study Area Name	FAIRPOINT TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Bernice Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075554125 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Norfolk Telephone Company
<811> Holding Company	FairPoint Communications Inc.
<812> Operating Company	Norfolk Telephone Company

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BR Mobile Communications, Incorporated		dba FairPoint Long Distance
	Bentleyville Communications Corporation	170345	dba FairPoint Communications
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	156072	dba FairPoint Communications
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	411835	dba FairPoint Communications
	C & B Communications, Ltd.		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	156078	dba FairPoint Communications
	China Telephone Company	162004	dba FairPoint Communications ? China Telephone Company
	Chouteau Telephone Company	421981	dba FairPoint Communications
	Columbine Teleco Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
	Columbus Grove Telephone Company	300404	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co.	160015	dba FairPoint Communications ? Community Service Telephone Co.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	522412	dba FairPoint Communications

(800) Operating Companies		FCC Form 481
Data Collection Form		OMB Control No. 3060-0906/OMB Control No. 3060-0819
		July 2013

<010> Study Area Code	300325
<015> Study Area Name	MAINE TELEPHONE COMPANY
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<810> Reporting Carrier	Maine Telephone Company
<811> Holding Company	FairPoint Communications Inc.
<812> Operating Company	Maine Telephone Company

<813>	<814>	<815>
AMMates	SAC	Doing Business As Company or Brand Designation
Blitel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	021432	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
GermanTown Independent Telephone Company	300418	dba FairPoint Communications
GermanTown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
GTC, Inc.	310391	(Floral) dba FairPoint Communications
GTC, Inc.	310329	(Perry) dba FairPoint Communications
Maine Telephone Company	300325	dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenery Hill Telephone Company	370100	dba FairPoint Communications
Marianna Tel. Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Maine	305111	dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine	325113	dba FairPoint Communications
Northland Telephone Company of Maine, Inc.	303312	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (NATC)
Odin Telephone Exchange, Inc.	345000	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3000-0786 / OMB Control No. 3000-0413 July 2013
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<010>	Study Area Code	100028
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Evhera Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075351234 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<810>	Reporting Carrier	Norfolk Telephone Company
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Norfolk Telephone Company

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	324649	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	198244	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	343313	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210339	dba FairPoint Communications
	Standish Telephone Company	100028	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	461825	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	100084	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145335	dba FairPoint Communications
	The El Paso Telephone Company	243034	dba FairPoint Communications
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

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Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Maine Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog pages outlining the terms of the Lifeline Program in Maine Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tler.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

CHINA TELEPHONE COMPANY
MAINE TELEPHONE COMPANY
NORTHLAND TELEPHONE COMPANY OF MAINE INC.
SIDNEY TELEPHONE COMPANY
STANDISH TELEPHONE COMPANY
D/B/A FAIRPOINT COMMUNICATIONS

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LOCAL EXCHANGE SERVICE

CHINA TELEPHONE COMPANY, MAINE TELEPHONE COMPANY, NORTHLAND
TELEPHONE COMPANY OF MAINE, SIDNEY TELEPHONE COMPANY, STANDISH
TELEPHONE COMPANY

GENERAL SYSTEMS AND SERVICES (Cont'd)

LIFELINE PROGRAM

- (1) The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders.

(N)

(N)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

CHINA TELEPHONE COMPANY
 MAINE TELEPHONE COMPANY
 NORTHLAND TELEPHONE COMPANY OF MAINE, INC.
 SIDNEY TELEPHONE COMPANY
 STANDISH TELEPHONE COMPANY
 D/B/A FAIRPOINT COMMUNICATIONS

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GENERAL SERVICES

P. SCREENED ONE PARTY SERVICE (Cont'd)

4. TOLL RESTRICTION SERVICE (Cont'd)

b. Rates and Charges

1. The following rates and charges are in addition to all other applicable rates and charges.

	<u>Non Recurring Charge</u>	<u>Monthly Charge</u>
Per central office line equipped	*	\$5.00

*Appropriate Section Service Charges apply.

2. Regulations regarding connection of terminal equipment as shown in Section 7 apply.
3. If a Customer has a scheduled payment arrangement which is agreed to by both the Company and the Customer to collect a past due balance, the Company may at its discretion waive the service charges and monthly rates when the service is added as a means of controlling the Customers bill.
4. For any Customer that qualifies under the Lifeline Assistance Program the Company will waive the service charge and monthly rates for Toll Restriction Service.

c. Payment Arrangement Provisions

1. When a Customer's local serving office is suitably equipped to provide screened billing the company may waive a Customer's payment of the service charges and monthly rates when the feature is added as a means of controlling a Customer's bill. If a Customer fails to complete a payment arrangement that has been renegotiated at least once the company may require screened billing as a condition to negotiations for the third or subsequent arrangement. The screened billing will remain on the line until the arrangement is completed

Effective Date: August 30, 2012

Michael T. Skrivan
 Vice President - Regulatory



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED – FOR PUBLIC INSPECTION

Chouteau Telephone Company

